

# Marc Sibson

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## Profile

I'm a problem solving leader who loves challenges and growth. As a developer turned manager, my goal continues to be building high impact and delightful products, but now I'm focused on helping others thrive and excel while doing so. Building vision, culture and teams rather than code has taught me to appreciate the complexity, nuance and obstacles people introduce. Having recently moved to Ontario after nearly ten years on the west coast, I'm longing for a return to moderate winters, ocean beaches and proper mountains on my doorstep. I'm looking forward to broadening my horizons, learning from my peers and making a difference.

## Work Experience

### Engineering Manager, Heroku/Salesforce

**Jun 2016 - Present**

- Total ownership team responsible for strategic product, that drives YoY ACV growth for Heroku's fastest growing and most substantial business segment
- Encouraged and supported team member's personal and career growth, 2 Lead, 1 Principal and 1 Architect promotion within team
- Assisted peer's growth by institution of manager circle, a safe group space for EMs to get advice/coaching, and helped others build peer networks via randomized 1:1s
- Assumed day to day Product Manager responsibilities during extended search for new PM, including roadmap, customer de-escalations, and pre-sales
- Aggressively pursued new product vision that became foundational to Org wide pivot
- Utilized data backed approach, team surveys and cycle time, to guide fully remote team in building a healthy collaborative environment and increase ability to deliver high value/quality features
- Created additional capacity by reducing support escalations and interrupts, unpredictable ~30h/wk to ~5h/wk scheduled
- Facilitated experiential learning workshops to help team discover and address blind spots and opportunities for improvement

### Principal Member of Technical Staff, Heroku/Salesforce

**Aug 2014 - Jun 2016**

- Back-end distributed systems development of Heroku Connect, a cloud based bi-directional database synchronization SaaS for Salesforce Core CRM Data.
- Drove improvements to service reliability, including improving platform observability, managing architectural change and bootstrapping CI/CD efforts
- Built release confidence by introducing integration canaries, improved automated test coverage and performance optimization
- Identified and built out patterns, frameworks and documentation to increase team velocity

### Lead Software Engineer (Full Stack Web), Tindie

**May 2013 - Aug 2014**

- Full stack development for a two-sided marketplace startup
- Reduced AWS costs more than 60%, while improving reliability, performance and maintainability
- Led design and development of accounting, shipping, fraud detection, analytics and image management systems
- Demonstrated ability to work with a distributed international team in a startup environment

**Lead Software Developer (Distributed Systems), Evertz Microsystems**  
**April 2008 - May 2013**

**Senior Software Developer (Embedded Systems), Evertz Microsystems**  
**April 2004 - 2008**

## Strengths

- Building Trust:** With a combination of empathy, transparency and vulnerability. Resulting in high retention (relative to Org), increased feedback and psychological safety as reported by team.
- Ruthless Prioritization:** Focus, focus, focus and say no. Using WIP limits, Backlog + Icebox, relief valves (Hygiene Week, On-call, Hack week)
- Excelling while Making do:** Managed flat head count, while team supported exponential customer growth and balanced delivery of net new product
- Breaking Silos:** Gaining support from other teams by building relationships. Increased Customer Support effectiveness, Core Dev teams developed features for our use cases, created strategic alignment creating more opportunities to collaborate
- Technical:** Distributed Systems, Networking, Embedded Systems, Control Systems, Cross-platform Continuous Integration, Continuous Deployment, Build Processes Python, C, HTML, JavaScript, C++, Java, PostgreSQL, Redis, Kafka, AWS

## Studies

### Workshops

- Problem Solving Leadership *with Ester Derby and Don Grey*
- Software Leadership Seminar with *Marcus Blankenship*

### Graduate Studies, Computer Science McMaster University

*Sept 2002 - April 2004*

- Awarded Ontario Graduate Scholarship
- Completed course work in Human Computer Interface, Combinatorics and Computing, Object Oriented Design, Independent Study - User Interface Tools
- Teaching Assistant responsible for creating assignments, grading, assisting students with questions, offering feedback and guidance for several undergraduate courses

### Bachelor of Science, Summa Cum Laude, Honours Computer Science, McMaster University

*September 1997 - April 2002*

- Awarded Gerald L. Keech Medal (2002), Dr. R.A. Thompson Prize In Mathematics (2000), University Senate Scholarship (1998, 1999), and Dean's Honour List
- Recipient of NSERC Research Grant
- Created a real-time, multi-player, networked, cross-platform game engine and multiple games for senior thesis project.
- Studied Operating Systems, Computer Architecture, Computer Graphics, Data Structures, Software Engineering, Artificial Intelligence, Graph Theory, Linear Algebra and Combinatorics
- Teaching Assistant responsible for running tutorials, grading and online support
- Internship, Evertz Microsystems